



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

UNCLASSIFIED

SPECIAL ASSISTANT, TREASURER-TAX COLLECTOR

Class No. 000231

■ CLASSIFICATION PURPOSE

To serve as principal assistant to the Treasurer-Tax Collector in managing the most difficult, complex, and sensitive department-wide projects; and to perform related work as assigned by the Treasurer-Tax Collector.

■ DISTINGUISHING CHARACTERISTICS

This class is allocated only to the Treasurer-Tax Collector. Under administrative direction, incumbents report directly to the Treasurer-Tax Collector and are responsible for exercising authority across department-wide programs and representing the Treasurer-Tax Collector with County executives and other County government agencies.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Provides assistance to the Treasurer-Tax Collector with the most difficult, complex, and sensitive projects.
2. Improves customer service processes and procedures.
3. Implements the departments' Quality First Program.
4. Identifies, analyzes, and resolves operational problems.
5. Implements new business processes and procedures.
6. Plans and implements departmental reorganizations.
7. Organizes conferences, workshops, and training activities.
8. Plans and implements remodels, opening of branch offices, and facility improvements.
9. Designs and implements performance measurement systems.
10. Supports the County's General Management System.
11. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referrals.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Principles and practices of management and supervision.
- County organization, business practices, policies and procedures.
- Principles and practices of general governmental accounting.
- Principles and practices of banking and investment.
- California Revenue and Taxation Code, State Law, Civil and Bankruptcy Law, and IRS rules and regulations.
- Real Estate and personal property terminology and procedures.
- Data processing terminology.
- The General Management System in principle and in practice.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Perform special projects of a difficult or complex nature.
- Coordinate department programs with County management, elected officials, and representatives of other agencies.
- Identify and resolve department operational problems.
- Prepare executive-level correspondence and reports.
- Establish and maintain effective working and diplomatic relations with staff, the public, and representatives from government, media and other agencies.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).

New: November 1989
Revised: July 28, 2000
Reviewed: Spring 2003
Revised: June 8, 2004